

## SAGE MIP FUND ACCOUNTING

### Sage MIP Fund Accounting Customer Support Guide



Technical expertise to keep you  
focused on your mission.

## ***The answers you need—close at hand.***

Your passion for your organization's cause far exceeds your passion for software maintenance. Keeping an active Sage Software ClientCare maintenance and support plan ensures that you'll always have access to the expert assistance you need to maintain your focus. Keep this valuable guide handy for future reference to ensure quick answers to your support questions.



### ***Help us help you!***

Please help us to serve you better by keeping your contact list updated. This allows your listed contacts to take full advantage of benefits such as the ability to register for access to our online resources, receive notification of software updates, and experience faster service on support calls. For more details, please visit [support.sagesoftwareonline.com/nps/NPScontacts.pdf](http://support.sagesoftwareonline.com/nps/NPScontacts.pdf)

The customer support team is committed to helping you quickly and easily resolve issues you may be experiencing with our products. Time-permitting, the team may also assist you with quick how-to questions. We appreciate your understanding that priority goes to those customers with product issues. Please contact Sage Software University for product training options.

## ***Master your software. Enroll in Sage Software University.***

An investment in software training and education promotes a smoother, more efficient implementation, and helps you realize the full potential of your new system more quickly. Choose from a variety of online and instructor-led training courses that will help you complete daily tasks faster and improve critical reporting processes.



For more details, and to view class schedules, visit [www.sagesoftwareuniversity.com/nonprofit](http://www.sagesoftwareuniversity.com/nonprofit)

# Three easy ways to get quality support.

## 1. Online Self-Help

Sage Software Online puts answers right at your fingertips, 24/7. The site allows you to:

- Download software updates
- Search the powerful online knowledgebase
- View/edit your organization's profile and contact information
- View product registration information (serial # and activation code)
- Review your support case history
- Submit product enhancement requests

Register and log on at: [www.sagesoftwareonline.com](http://www.sagesoftwareonline.com)



Have a question about Sage Software Online?

Watch and listen to our free demo of how-to's and tips at:  
[www.sagenonprofit.com/support/customerlogon](http://www.sagenonprofit.com/support/customerlogon)

## 2. Direct, Interactive Support

Do you prefer to talk with a real person? We're here for you. Please have your account number or case number available and contact us by:

- **Phone** – Domestic customers may call toll-free at 800-945-3278. International customers may call 949-923-3953. Normal business hours are M-F 7:00 a.m.-7:00 p.m. CT.
- **Web/E-mail** – Log your support request online. Simply visit [www.sagesoftwareonline.com](http://www.sagesoftwareonline.com), click the SUPPORT button and select the Create Support Case Online option. We will respond by e-mail during normal business hours (M-F 7:00 a.m.-7:00 p.m. CT).

Learn about the topics covered by your ClientCare Plan:

[support.sagesoftwareonline.com/NPS-SupportedTopics.pdf](http://support.sagesoftwareonline.com/NPS-SupportedTopics.pdf)

## 3. User Community

Participate in lively discussions with fellow Sage MIP Fund Accounting customers via our web forum. It's a great way to get answers, discover tips and tricks, best practices, and more.

To access the Sage Talk forum, log in to Sage Software Online, and then visit <http://support.sagesoftwareonline.com/sagetalk>. New Sage Talk users: Click the "join" button (top of page) to set up a profile before participating in discussions.

**Sage Software, Inc.**

12301 Research Blvd.  
Building IV, Suite 350  
Austin, Texas 78759  
[www.sagenonprofit.com](http://www.sagenonprofit.com)

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4FACS140 MKT2008-08217 02/08